

Conference Schedule

REGISTRATION HOURS

Sunday, April 11, 2:00 pm - 4:30 pm

Monday, April 12, 6:45 am - 5:00 pm

Tuesday, April 13, 7:00 am - 5:00 pm

Wednesday, April 14, 7:00 am - 11:45 am

Sunday, April 11

12:00 - 1:00 pm	Workshop Registration	<i>Terrace Level</i>
1:00 - 4:00 pm	Optional Pre-Conference Workshops	<i>Jefferson East & West</i>

Monday, April 12

7:00 - 8:00 am	Continental Breakfast, Networking, and Exhibits					<i>Concourse Level</i>
8:00 - 8:35 am	Opening Plenary: Welcome, Video					<i>International Ballroom</i>
8:35 - 9:45 am	Plenary Session: Senior Leaders Present Leadership Category					<i>International Ballroom</i>
9:45 - 10:15 am	Refreshment Break and Exhibits					<i>Concourse Level</i>
10:15 - 11:00 am	Leadership Plenary, continued					<i>International Ballroom</i>
11:00 - 11:10 am	Stretch Break					<i>International Ballroom</i>
11:10 am - 12:00 pm	Plenary Senior Leadership Panel Discussion					<i>International Ballroom</i>
12:00 - 1:30 pm	Lunch and Exhibits					<i>International Ballroom & Concourse Level</i>
12:45 - 1:15 pm	Book Signing- ASQ Press: Kathleen Goonan , <i>Journey to Excellence: How Baldrige Health Care Leaders Succeed</i>					<i>Monroe</i>
1:30 - 5:30 pm	Concurrent Sessions: Track an Award recipient or track a Baldrige Criteria Category. Learn how the Baldrige Criteria are applied in different sectors.					
	<i>Jefferson</i>	<i>Lincoln</i>	<i>Int'l Ballroom East</i>	<i>Int'l Ballroom West</i>	<i>Georgetown</i>	
	Honeywell FM&T	MidwayUSA	AtlantiCare	Heartland Health	VA CSP	
1:30 - 2:15 pm	Strategic Planning	Customer Focus	Measurement, Analysis, and Knowledge Management	Workforce Focus	Process Management	
2:30 - 3:15 pm	Customer Focus	Measurement, Analysis, and Knowledge Management	Workforce Focus	Process Management	Journey to Performance Excellence	
3:15 - 3:45 pm	Refreshment Break and Exhibits					<i>Concourse Level</i>
3:45 - 4:30 pm	Measurement, Analysis, and Knowledge Management	Workforce Focus	Process Management	Journey to Excellence	Strategic Planning	
4:45 - 5:30 pm	Workforce Focus	Process Management	Journey to Excellence	Strategic Planning	Customer Focus	
5:30 pm	Cash Bar					<i>Concourse Level</i>
5:45 - 6:15 pm	Book Signing- ASTD Press: Joe Willmore , <i>No Magic Bullet: 7 Steps to Better Performance</i>					<i>Monroe</i>
6:30 pm	Capitol Steps Performance					<i>International Ballroom</i>

Tuesday, April 13

7:00 - 8:00 am	Continental Breakfast and Exhibits <i>Concourse Level</i>				
7:15 - 7:45 am	Book Signing- ASTD Press: Brenda Clark , <i>Running All the Red Lights</i> <i>Monroe</i>				
8:00 am - 12:00 pm	Concurrent Sessions: Track an Award recipient, Baldrige Criteria Category or explore a Special Topic. Learn how the Baldrige Criteria are applied in different sectors.				
	<i>Jefferson</i>	<i>Lincoln</i>	<i>Int'l Ballroom East</i>	<i>Int'l Ballroom West</i>	<i>Georgetown</i>
	Honeywell FM&T	MidwayUSA	AtlantiCare	Heartland Health	VA CSP
8:00 - 8:45 pm	Process Management	Journey to Excellence	Strategic Planning	Customer Focus	Measurement, Analysis, and Knowledge Management
9:00 - 9:45 pm	Journey to Excellence	Strategic Planning	Customer Focus	Measurement, Analysis, and Knowledge Management	Workforce Focus
9:45 - 10:15 am	Refreshment Break and Exhibits <i>Concourse Level</i>				
10:15 - 11:00 pm	<i>Jefferson</i>	<i>Lincoln</i>	<i>Int'l Ballroom East</i>	<i>Int'l Ballroom West</i>	<i>Georgetown</i>
	Building a New Company Using Baldrige West Paces Hotels	How to "Ace" Deployment MidwayUSA	Using Academic Program/ Discipline Review to Remain Relevant, Robust, and Resilient Richland College	HI Tech- Using Technology for Health Improvement Heartland Health	Using Employee Engagement to Stimulate Innovation and Magnify RESULTS! VA CSP
11:15 am - 12:00 pm	Our Journey Using Lean and Baldrige Stoner, Inc.	Maintaining the Baldrige Energy DynMcDermott	Magnet Nursing AtlantiCare	Green Manufacturing Manufacturing Extension Partnership Program, NIST	Using Existing Resources to Improve Student Learning Iredell-Statesville Schools
12:00 - 1:30 pm	Lunch and Exhibits <i>International Ballroom & Concourse Level</i>				
12:45 - 1:15 am	Book Signing- ASTD Press: Karen Mantyla , <i>The Learning Advantage: Blending Technology, Strategy, and Learning to Create Lasting Results</i> <i>Monroe</i>				
1:30 pm	Double Concurrent Sessions (1:30 - 3:15 pm)			Concurrent Sessions	
1:30 - 2:15 pm	<i>Jefferson</i>	<i>Lincoln</i>	<i>Int'l Ballroom East</i>	<i>Int'l Ballroom West</i>	<i>Georgetown</i>
	Surviving in a Tough Economy Panel • Cargill Corn Milling • Caterpillar Financial Services (US) • City of Coral Springs • PRO-TEC Coating Company	Customer Engagement Panel • Bronson Methodist Hospital • Chugach School District • Park Place Lexus • Ritz-Carlton Hotel Company, LLC	Workforce Engagement Panel • Jenks Public Schools • Operations Management International, Inc. • Poudre Valley Health System • Sharp HealthCare	Our Approach to Patient Safety and Medical Outcomes North Mississippi Medical	Baldrige and Accreditation University of Wisconsin-Stout
2:30 - 3:15 pm				Metrics for Innovation Cargill Kitchen Solutions	Leading the Journey to Sustainable Excellence: A Leadership System Model Kenneth W. Monfort College of Business
3:15 - 3:45 am	Refreshment Break and Exhibits <i>Concourse Level</i>				
3:45 - 4:30 pm	Open Microphone Sessions				
	Core Competencies	Surviving in a Tough Economy	Starting Your Baldrige Journey	Customer Engagement	Workforce Engagement
4:45 - 5:15 pm	Book Signing- ASQ Press: John Latham , <i>The Baldrige User's Guide</i> <i>Monroe</i>				
5:30 pm	Conference Networking Reception & Cash Bar <i>Terrace Level</i>				

Wednesday, April 14

7:00 - 8:00 am	Continental Breakfast and Exhibits	<i>Concourse Level</i>
7:15 - 7:45 am	Book Signing- ASQ Press: Peter LaBonte , <i>ASQ Education School Self-Assessment Guide to Performance Excellence</i>	<i>Monroe</i>
8:00 - 8:30 am	Keynote: Jerry Rose , Corporate Vice President, Cargill, The Cargill Journey with Baldrige	<i>International Ballroom</i>
8:30 - 9:40 am	Plenary Session: Senior Leaders Present on Elements of Excellence	<i>International Ballroom</i>
9:40 - 10:10 am	Refreshment Break and Exhibits	<i>Concourse Level</i>
10:10 - 10:55 am	Plenary Session: Senior Leaders Present on Elements of Excellence (continued)	<i>International Ballroom</i>
10:55 - 11:05 am	Stretch Break	<i>International Ballroom</i>
11:05 - 11:45 am	Senior Leader Panel Discussion	<i>International Ballroom</i>
11:45 am - 12:00 pm	Conference Themes and New Directions	<i>International Ballroom</i>